

JOB DESCRIPTION

Job Title:	Housing Services Manager		
Service:	Housing Services	Directorate:	Wellbeing and Housing Services
Post No:	TBC	Grade:	M
Responsible to:	Assistant Director – Wellbeing and Housing Services	Responsible for:	Team Leaders

Job Purpose	
1	To be responsible for the strategic and operational leadership of Housing services across Cherwell District Council, acting as the Council's technical expert on all aspects of housing policy and practice.

Key Objectives:	
1	Lead, promote and deliver the housing functions including a team for housing development and allocation of social housing; Private Sector Housing functions including a team for grants and standards; Housing Options functions including a team for homelessness; and a team managing the Council's residential housing portfolio.
2	Responsible for the preparation of the Housing Service Plan and Business Plans. Monitor and oversee the delivery of Action Plans and outcomes arising from Homelessness and Housing Strategies.
3	Facilitate informed decisions making by ensuring that officers and members are appraised of issues and receive relevant, best practice professional advice.
4	Make strategic connections with other Council services especially Property services and Planning
Principal Duties and Responsibilities:	
1	Provide expert advice to senior Council officers, Elected Members, external partners and members of the public on the Council's statutory obligations and housing policy.
2	Ensure that the council's duties in relation to housing are in place and enforcement interventions are compliant with legislation and adopted policies are supported by appropriate guidance and protocols.
3	Lead on the development and delivery of the Council's Housing Strategy and all relations with external housing partners including Registered Providers.
4	Maximise the impact of available grant funding for residents in owner occupied and private rented sector housing.
5	Drive and enforce housing standards in the private rented sector.
6	Prevent homelessness at every opportunity and ensure the Council fulfills its statutory homelessness obligations in an efficient and cost-effective manner, including using the Council's nomination rights to optimum effect in line with the agreed Allocations Scheme.
7	Manage all aspects of the Council's residential housing portfolio, including any temporary accommodation.
8	Ensure effective and supportive management arrangements are in place for all staff within the Housing Team, identifying training and development needs and devising appropriate training

	programmes to ensure service excellence and continuing professional development.
9	Oversee the management and delivery of revenue and capital budgets, the setting of rents, fees and charges. Ensure staff maintain appropriate financial records
10	Lead, manage, motivate, and recruit staff to fulfil the teams' and individual objectives and targets, creating excellence in performance and behaviour.
11	Promote the highest standards of management in the team to ensure services comply with the Council's statutory responsibilities, are cost-effective, flexible and customer focused; and that performance management targets are achieved.
12	Review as appropriate and make changes to policies, working practices and procedures to ensure that the housing service is able to deliver constantly improving cost-effective services which is compliant with legislation and meets the needs of customers and its statutory duties.
13	Maintain an overview of corporate, national, regional and county policies in respect of housing and related issues, ensuring local priorities and issues are represented.
14	Develop good working relations with key stakeholders and partners to ensure that housing resources in the statutory, voluntary and private sectors are fully utilised to meet local needs and demonstrate best practice.
15	Represent the council on relevant inter-agency, internal and external working parties and groups and contribute to wider departmental and corporate initiatives.
16	Ensure timely responses to complaints, Freedom of Information requests and customer/Councillor/MP enquiries, ensuring that learning is fed back into the service and that responses are high quality.
17	Lead on service improvement initiatives relating to housing by taking a systems change approach and involving the relevant partners in projects to deliver change.
18	Ensure that the Council's policies and procedures for health and safety, equal opportunities, safeguarding, emergencies and business continuity, customer care are embedded throughout the housing service.
19	Deputise for the Assistant Director when necessary.
20	Any other duties, which may be allocated from, time to time by the Assistant Director which are consistent with the responsibilities and grading of the post.

PERSON SPECIFICATION

	Essential		Desirable	
Qualifications	1	Qualified to degree or post graduate level OR with significant experience in the housing sector and a willing to commit to undertake study to attain the qualification	1	Management Qualification
Experience	2	Significant leadership and management experience in a housing environment.	2	Experience of leading a local authority housing function
	3	Significant experience of managing and delivering strategic and operational housing services that are customer focused	3	Commercial decision making
	4	Experience of formal reporting and presenting to Boards or Committees		
	5	Experience of developing and implementing an outcomes, based performance culture.		
	6	Experience of leading, managing, delegating and motivating staff; and supporting them through periods of change.		
	7	Experience of leading on partnership working and joint commissioning of services.		
	8	Experience of composing briefings, letters, articles and reports that explain complex situations, concepts and legislation effectively and succinctly to a diverse range of audiences.		
	9	Extensive knowledge of housing legislation, policy, procedures and practices in respect of housing, with significant experience in at least one of the services in the job description.		
Knowledge				

Skills	10	The ability to communicate, negotiate and influence at a senior managerial level, with a range of audiences, including elected members.		
	11	Comprehensive management skills and experience of managing and supporting staff		
	12	Ability to produce clear, concise and persuasive written reports and briefings on complex issues.		
	13	Good analytical skills and ability to produce and interpret statistical and performance information.		
	14	Demonstrate ICT skills sufficient to maximise the use of software applications and contribute to the further development of current software systems.		
	15	Ability to understand and manage budgets and demonstrate business acumen.		
	16	Creative, innovative thinking.		
Other requirements	17	Ability to operate successfully in a multi-disciplinary and multi-functional environment.		
	18	Positive and motivational approach to staff management		
	19	Ability to remain calm under pressure.		
	20	Flexibility to occasionally work outside of normal working hours.		
Job Description and Person Specification created/updated by:				
Nicola Riley Assistant Director of Wellbeing and Housing Services			On:	11 th July 2022